



**CDSS**  
CALIFORNIA  
DEPARTMENT OF  
SOCIAL SERVICES

## OPEN EXAMINATION CALIFORNIA DEPARTMENT OF SOCIAL SERVICES SERVICE ASSISTANT (SOCIAL SERVICES)

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

### TESTING IS CONSIDERED CONTINUOUS AS DATES CAN BE SET AT ANY TIME.

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| POSITIONS EXIST      | STATEWIDE   |
| WHO SHOULD APPLY     | Persons who meet the minimum qualifications (entrance requirements) as stated. This is an open examination. Applications will NOT be accepted on a promotional basis. Career credits will not be granted.   |
| HOW TO APPLY         | Applications (STD 678) are available and may be filed in person with the California Department of Social Services, Personnel Bureau, Examination Unit, 744 P Street, Sacramento, CA 95814, or applications may be mailed to the California Department of Social Services, Personnel Bureau, Examination Unit, P.O. Box 944243, Sacramento, CA 94244-2430. <b>DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.</b>                             |
| FILING INFORMATION   | Indicate in Block No. 1 of your application the location where you wish to establish eligibility. Candidates may only establish eligibility in one location. Persons who file for more than one location or who file multiple applications will be scheduled for the location nearest their residence as indicated on the application. Indicate the location for which you are applying directly under the examination title on your application.     |
| APPLICATION DEADLINE | <b>FINAL FILE DATE: APRIL 1, 2005</b><br>Applications (STD 678) must be <b>POSTMARKED</b> no later than the final filing date. <b>Applications postmarked, personally delivered or received via interoffice mail after the final filing date <u>will not</u> be accepted for any reason.</b>  |
| WRITTEN TEST         | This examination will consist of a written test. It is anticipated the written test will be held on <b>Saturday, MAY 21, 2005</b> . <b>NOTE:</b> No reschedules for the examination will be allowed. (See General Information for additional information.) It is anticipated that the written examinations will be scheduled in Sacramento, Los Angeles, and Fresno. However, locations of written examinations may be changed as conditions warrant. |
| SALARY RANGE         | \$1885 - \$2103 per month   |

S E E R E V E R S E S I D E F O R A D D I T I O N A L I N F O R M A T I O N

**SERVICE ASSISTANT (SOCIAL SERVICES)**  
**CL57 - 1461**

**CONTINUOUS TESTING**  
**FINAL FILE DATE: APRIL 1, 2005**  
**EXAM CODE: 5BP10**

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| <b>SPECIAL TESTING ARRANGEMENTS</b>                   | If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.  |
| <b>REQUIRED IDENTIFICATION</b>                        | <b>NOTE:</b> Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.  |
| <b>ELIGIBLE LIST INFORMATION</b>                      | Names of successful competitors are merged into the list in order of final scores regardless of date. Eligibility expires 12 months after it is established.   |
| <b>POSITION DESCRIPTION</b>                           | Under close supervision, incumbents regularly perform a limited range of clerical support functions that become routine; and do other related work.  |
| <b>REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION</b> | <b>NOTE: All applicants must meet the experience requirements for this examination by the written test date. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.</b>   |
| <b>MINIMUM QUALIFICATIONS</b>                         | <p><b>Experience:</b></p> <p>Successful completion of a formal training or work experience program in the clerical field. This work experience training program must have been in either:</p> <ol style="list-style-type: none"><li>1. A setting recognized or sponsored by the California State Department of Social Services. <b>or</b></li><li>2. A program such as those under the Career Opportunities Development (COD), Work Incentive Program (WIN), or similar Federal, State, or local programs.</li></ol> <p><b>NOTE:</b> Experience in a training program of less than three months (480 hours) duration will not be considered as qualifying. Applicants must show evidence of completion of a clerical training program.</p> |
| <b>EXAMINATION INFORMATION</b>                        | <p>A candidate may be tested only once during any testing period.</p> <p>This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained on the test. <b>COMPETITORS WHO DO NOT APPEAR FOR THE WRITTEN TEST WILL BE DISQUALIFIED.</b></p>  |

**WRITTEN TEST - WEIGHTED 100%****Scope:****Ability to:**

1. Learn and perform simple clerical work including the ability to spell correctly, use good English, and make simple arithmetical computations.
2. Follow a prescribed routine.
3. Follow directions.
4. Work well with others.

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**VETERANS  
PREFERENCE**

Veterans' preference credits will be added to the final score of those competitors who are successful in this examination, and who qualify for, and have requested these points. Due to changes in the law, which became effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' CREDITS. (See General Information regarding veterans preference credits.)

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**GENERAL INFORMATION**

**Americans with Disabilities Act, Title II:** The California Department of Social Services (CDSS) is committed to a strong policy of equal employment opportunity. To this end, CDSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by CDSS on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request.

**It is the candidate's responsibility** to contact the California Department of Social Services three days prior to the written test date if he/she has not received his/her notice.

**For an examination** without a written feature it is the candidate's responsibility to contact the California Department of Social Services, Personnel Bureau, at (916) 657-1762 or CALNET 437-1762 three weeks after the final filing date if he/she has not received a progress notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

**Applications** are available at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front.

**If you meet the requirements** stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The California Department of Social Services and State Personnel Board** reserve the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

(CONTINUED ON REVERSE SIDE)

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees (*i.e., former Department employees or current employees on TAU, T&D, and LT status*) may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at State Personnel Board offices.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Criminal Record Clearance Information:** Some positions, within various divisions of the California Department of Social Services, are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

**Interview Scope:** If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

**Veterans Preference:** California law allows granting or veterans preference points in open entrance examinations and open non-promotional exams. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. Directions for applying for veterans preference points are on the veteran preference application (Form 1093) which is available from State Personnel Board offices, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 98429-5001.

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## CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

P.O. Box 94244-2430

SACRAMENTO, CA 95814

If deaf or hearing impaired, call the California Relay Service - From TDD phones: 1-800-735-2929  
From voice phones: 1-800-735-2922

TTY telephone number: Sacramento (916) 653-5457; CALNET 453-5457

TTY is Telecommunications Typewriter and is reachable only from phones equipped with a TTY/TDD Device.